

Functional / Combination Resume

Stacey Martin

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Experienced Manufacturing Operations Manager

Operations Enhancement ▪ High Growth Environments ▪ Multi-Site Operations

Results-oriented professional with 10 years experience and demonstrated achievements in manufacturing project management and quality assurance for industry leaders. A strategic thinker with a talent for proactively optimizing operational efficiency through business process redesign and change management. A proven effective communicator and relationship builder.

Areas of Expertise:

- Budgeting & Forecasting
 - Organizational Leadership
 - Policy Development
 - Employee Retention
 - Feasibility Analysis
 - Cost Estimations
 - Quality Improvement
 - Training & Support
 - Team Building
 - Customer Service
 - Vendor Management
 - Proposals/Reports
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Career Highlights

Manufacturing Management

- Established a satellite manufacturing division from the ground up, completing the project on schedule and within budget; the division now produces \$1.7 million revenue
- Participated in corporate acquisition and led the integration of two manufacturing organizations, establishing one standard operating procedure

Process Improvement

- Developed business requirements and functional specification documents compliant with ISO 9002 guidelines to streamline internal procedures
- Instituted a formal operations problem and change management process, which significantly improved awareness and internal communications

Logistics & Distribution

- Championed a project to enable manufacturing equipment to perform multiple diverse jobs which eliminated bottlenecks and cut production time by 30%
- Re-engineered logistics processes and implemented new policies to improve operational efficiencies, resulting in a 17.5% increase in output

Team Leadership

- Acquired expertise on the product manufacturing lifecycle, created user manuals, trained team leaders, and provided staff with direction in ongoing usage of systems
- Mentored, coached, and developed employees to align their personal goals with the organization's vision, which resulted in improved morale and increased employee retention

Professional Experience

Operational Consultant 2005 - 2009

Logistics Inc., Toronto, ON

Privately owned logistics company with 45 employees, sorting and re-distributing two million packages annually.

- Improved processes, assessed staffing, and implemented individuals with appropriate skills sets, enabling the organization to reduce headcount by 20% while maintaining the same level of output and service
- Streamlined pricing processes and implemented a cost matrix sheet - cutting errors in customer invoicing by over 20%

Manager, Operations and Transitions 1998 – 2005

Manager, Data Operation, Lead Equipment Operator

ABC Corporation, Oshawa, ON

Leading Canadian manufacturer with 150 employees offering a one-step solution for card production services.

- Established recognition and accountability as the technical 'Subject Matter Expert' for the product manufacturing lifecycle due to extensive knowledge of all equipment, systems, and ISO standards
- Designed and set-up a satellite facility in Vancouver to improve services to the Asian market and produce additional \$1.8 revenue
- Championed a formal manufacturing process improvement to eliminate duplicate runs of production batches, which reduced stock usage, slashed turnaround time, and produced a 37% cost savings

Education / Training

Computer Programming for Business Diploma

Computer Training Institute, Somewhere, ON

Actively committed to continuing education through courses, seminars, and workshops:

- Management Skills and Techniques, Canadian Management Centre
- Communicator/Facilitator, Negotiation, Project Management, and behavioural Interviewing

Proficient in a variety of software applications on various platforms including:

- Microsoft Office Suite (Word, Excel, PowerPoint, Project, Access, and Visio)
- Voiceover ATM, Voiceover IP, Cisco, Nokia, ACD, PBX, IVR, LAN, WAN